

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
ADVISORY BOARD MEETING**

**North Sound Mental Health Administration
Conference Room
117 North First St., Suite 8
Mt. Vernon, WA 98273
June 1, 2004
1:00 PM**

Agenda

1. Call to Order - Introductions, Chair – 5 minutes
2. Revisions to the Agenda, Chair – 5 minutes
3. Approval of the May 2004 Minutes, Chair – 5 minutes
4. Comments from the Public –5 minutes
5. Correspondence and Comments from the Chair – 5 minutes
6. Unfinished Business
 - a. Executive Director's Report - Chuck Benjamin – 5 minutes
 - b. Finance Committee – Mary Good – 5 minutes
 - c. Agenda Committee – Tom Richardson – 5 minutes
 - d. QMOC Report – Mary Good – 5 minutes
7. Items To Be Brought Forward To The Board of Directors – Charles Benjamin, Executive Director
 - a. Consent Agenda
8. New Business
 - a. Wendy Klamp – Clinical Guidelines
 - b. Shirley Conger – Ombuds Outreach/Satisfaction Survey
9. Comments from County Advisory Board Representatives – 15 minutes
 - a. Island
 - b. San Juan
 - c. Skagit
 - d. Snohomish
 - e. Whatcom
10. County Coordinator Report
 - a. Consumer-Run Projects-County Reports
11. Comments from Public – 5 minutes
12. Other Business
 - a. Request for Agenda Items
13. Adjournment

NOTE: The next Advisory Board meeting will be July 8, 2004 at the NSMHA Conference Room, 117 N. First Street, Suite 8, Mount Vernon.

**North Sound Mental Health Administration
MENTAL HEALTH ADVISORY BOARD
May 4, 2004**

Present: Tom Richardson, Jack Bilsborough, Patricia Whitcomb, Marie Jubie, Chuck Benjamin, Patricia Little, James Vest, Jim King, Charles Albertson, Chris Walsh, John Patchamatla

Absent: Joan Lubbe

Excused: Dean Stupke, Mary Good, Bruce Radtke, Julian Marsh

Staff: Chuck Benjamin, Sharri Dempsey, Greg Long, Wendy Klamp, Shirley Conger, Chuck Davis, Beckie Bacon, Deirdre Ridgway, Shari Downing, Rebecca Pate

Guests: Maile Acoba, Nancy Jones, Karen Kipling, Karin Mooney, Tom Sebastian, Laurel Britt

MINUTES

| TOPIC | DISCUSSION | ACTION |
|---|--|--------------------|
| CALL TO ORDER, INTRODUCTIONS | | |
| Chair Jubie | Chair Jubie convened the meeting at 1:10 p.m. and welcomed those present. Introductions were made. The Advisory Board had a pre-meeting presentation by Chuck Benjamin on New CMS Rules for Medicaid Funding. See Attachment A. Chair Jubie noted we have a quorum. | Informational |
| REVISIONS TO THE AGENDA | | |
| Chair Jubie | None. | None |
| APPROVAL OF MINUTES | | |
| Chair Jubie | The April 2004 minutes of the Advisory Board meeting were reviewed and approved as written. | Passed unanimously |
| COMMENTS FROM THE PUBLIC | | |
| | None. | Informational |
| CORRESPONDENCE AND COMMENTS FROM THE CHAIR | | |
| Chair Jubie | Chair Jubie stated she had talked to Aaron Reardon about advocating legislation and is working on a leadership role for future. Chair Jubie visited <i>bridgeways</i> with the TASLE group to conduct voter registration training and signed people up to vote. She noted that TASLE is also going to do this at the Edmonds consumer group. | Informational |
| UNFINISHED BUSINESS | | |
| | None. | |
| Executive Director's Report | | |
| Chuck Benjamin | Mr. Benjamin reported on some things going on with DSHS initiating Children's Mental Health | Informational |

Committee. The effort is underway looking at how children's services are structured and funded in the entire state. We have asked that DSHS delay their timeline because they have just started local stakeholders input last month with a deadline in late June to come forward with a plan of how children's services will be structured in the state of Washington. Mr. Benjamin stated this tells him they aren't interested in getting the local stakeholders input and questions if they've already determined what they're going to do. Our hopes are that stakeholders will be included in development of a plan. This process usually takes three to five years to properly process and make the right decisions. The past legislative session had a budget proviso that creates a taskforce of state legislators, the governor's office, DSHS secretary, and a WASAC representative. Mr. Benjamin noted he heard Mike Shelton was going to be the WASAC representative for this region on this taskforce representing county elected officials. They're going to be looking at how the public mental health system is structured, how efficient is it being run, are they doing performance indicators, are they doing outcome measures, which might include changes or enhancements to the RSN structure. It is unknown as to where this might lead.

The Tribal Conference was last Thursday and Friday and was better than before with 225 participants. We had tribes from all over the state and Alaska. We had providers from mental health, as well as chemical dependency. For the first time, we had the Region III area administrator from children's administration (Gia Wesley). Mr. Benjamin noted that during his 32 years of public government service, he has gone to a lot of conferences and these tribal conferences have a lot of emotion, personal feelings, healing, and sharing involved. He encourages everyone to attend one in the future.

Mr. Benjamin said he has a heavy heart and is grieving the decisions that we are going to have to make, but noted we need to come back and hone in on the "Vision of Hope" and focus on how we can better serve the people that will remain eligible for our services and pray that those not eligible can find some support in their lives. We are committed

and ask you to work hard on how we can help non-Medicaid consumers.

Marie felt good about the Board of Directors retreat with all the ideas that people had. She said all of these CMS issues are depressing but knows there are a lot of good people working hard trying to do their best for us.

Finance Committee Report

Marie Jubie

Mary Good is absent today due to being ill. Patricia Little made a motion to pass the expenditures in the finance committee, seconded. Jack Bilsborough abstained because of his recent absence and lack of knowledge on the expenditures.

Motion carried

We are recommending sending ten (10) people to the Behavioral Health Conference (people with psychiatric disability), which would include two (2) from each county. The Advisory Board will pay for six attendees and four registrations will be paid for by Behavioral Health stipend. Applications were passed out and all were asked to return to Sharri Dempsey as soon as possible. These people would be in addition to those on the Advisory Board who wish to attend. They don't have to come from every county but our hopes are that each county will be represented. Tom moved the recommendation, seconded.

Motion carried

Executive Committee/Agenda Committee

Tom Richardson

Mr. Richardson stated the committee met earlier and discussed two issues:

Informational

1. Planning a retreat for the Advisory Board with a couple of Friday dates in July at the Skagit Resort. Sharri will sort out the logistics of date and time and prepare tentative agenda. The tentative plan is that it would be most of one day, probably 9-3. Sharri is working on a draft and it will be finalized next month;
2. The committee is looking at some possible "All Aboard" trips. A possible five or six we have budgeted each year and will narrow that down, and hopefully have recommendations next month.

Regarding the "retreat" or "all aboard" agenda's, please feel free to submit any suggestions to Tom, Sharri, or Marie. One thing on the retreat agenda is to discuss the restructuring of our internal committee structure and appointments. The

committee is open to any suggestions /recommendations. There are 21 openings on the Advisory Board and we currently have six vacancies and would like to see them filled. Tom said Whatcom County has five seats on this Advisory Board with one vacancy. Tom noted the Whatcom County Advisory Board changed their by-laws and stated that two seats on the NSMHA Advisory Board had to be members of the County Mental Health Advisory Board with the other three seats appointed by the Whatcom County Mental Health Advisory Board from anyone in the community. It was suggested that perhaps other counties review their by-laws for possible changes to be able to fill vacancies. The County Council appoints Snohomish County members. Tom said perhaps we should be doing outreach to others (i.e., law enforcement, hospitals, emergency medical services, school districts, etc.) and get them involved to help with the problems of non-Medicaid. This could inform the community and make them more aware of the problems. Marie said that Washington Partners in Crisis has been looking into that. Marie said they also talked about possibly getting people together for a trip to Olympia next year. Tom was thanked for reporting.

QMOC Report

Marie Jubie

Mary Good out ill. Marie reported that Wendy gave the Quality Management report for the month of March and a report on the Regional Training Plan, which was an action item. The committee passed the Regional Training Plan unanimously with revisions. Diana gave a Critical Incident six-month report. Terry McDonough gave a report on Compass North outpatient records review. Compass North covers Skagit, Coupeville, Mount Vernon, and San Juan. Linda Benoit gave a NSMHA Utilization Management sub-committee report stating that regular reviews are now being done every month. Gary Williams gave an Integrated Crisis Response System sub-committee report and distributed the Documentation Manual.

Informational

ITEMS TO BE BROUGHT FORWARD TO THE BOARD OF DIRECTORS

Chuck Benjamin

Consent Agenda

Mr. Benjamin introduced the contract between NSMHA and the APN around developmentally disabled, crisis services, and said it's Amendment IV, with changes. We are changing it by naming

Motion carried

Compass Health in this contract so that if we have to go out and do auditing and other follow-up that we can do that if needed. Regarding the WMIP, Chuck consulted, under board authorization, with an attorney down in Seattle and has a report from the attorney that Deirdre is reviewing and will be presenting that report to the Board of Directors next week in Executive Session because it is around potential litigation against the state. This may result in an action item at the Board of Directors meeting. A motion was made to approve the Amendment, seconded.

Action Items

Chuck Benjamin None.

Actions not yet reviewed by Advisory Board

Chuck Benjamin None

Introduction Items

Chuck Benjamin Moved to consent agenda.

NEW BUSINESS

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| Chuck Davis | Mr. Davis addressed the group regarding the Ombuds new comprehensive semi-annual report about complaints and resolutions. This time they have broken out complaints and resolutions more thoroughly and provided some historical perspective. Mr. Davis stated the Ombuds felt this would give people a greater overview than before. The first part of the packet is a description of the terms and definitions used by Ombuds for complaints and resolutions. Mr. Davis noted that percentages for the last couple of years are listed at the end. Mr. Davis reviewed the report with the group and noted an increase in the number of cases, a rise in relatives reporting incidents and cases broken out by county, etc. A question and answer period followed. Marie thanked both Ombuds for their report. See Attachment B for more information. | Informational |
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COMMENTS FROM COUNTY ADVISORY BOARD MEMBERS

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| Island | Patricia Whitcomb said the Island County Advisory Board didn't meet this month. | Informational |
| San Juan | No member present. | |
| Skagit | Jim King was not present at meeting and could not report. He introduced the Skagit County Coordinator, Maile Acoba. | Informational |

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| Snohomish | <p>Marie said VOA has been funded for survivors of suicide support group. Karen Kipling said they just had their first meeting with great success. This is done through a collaborative effort of Providence Hospital, Stevens Hospital, and VOA. This is open to anyone who has experienced this within the last six (6) months. If you have anyone to refer, you can call Karen directly or the Crisis Line.</p> | Informational |
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Marie said that Jim Teverbaugh discussed the money situation concerning the shortage of funding with WMIP. There was a letter from Aaron Reardon, County Executive and John Koster, Chair of County Council to the DSHS. Jim said there would be no money for mental health court.

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| Whatcom | <p>Chuck Benjamin made a presentation to the Whatcom County Advisory Board about CMS. The County advisory board heard a report about children in the teen screen program and made a motion to support this effort in the schools. There is a lot of concern about Martin Center and whether it will close or not. It is uncertain but looks like it will close. There is anxiety about Rainbow Center due to changes coming from CMS. Rainbow Center is adding a barcode system to check people in/out, will be registering people's medical coupon to follow exactly which people have a Medicaid coupon, which don't and counting people who come with Medicaid coupons. The City of Bellingham is showing an interest in possibly buying the building or purchasing a new facility elsewhere for Rainbow Center; however, all of this is still in the talking phase. We're unsure what the outcome will be for us. Funding has just been received from Eli Lilly for activities to do public education. Three members have gotten part-time jobs from this funding. Rainbow Center is constantly moving with activity.</p> | Informational |
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COUNTY COORDINATOR REPORT

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| Nancy Jones | <p>She discussed CMS, IMD issues, WMIP, and Whatcom CDMHPs with the board.</p> | Informational |
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CONSUMER RUN PROJECTS

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| Marie Jubie | <p>She said they were going to Disneyland in Anaheim at the end of this month to do some advocacy. The grant did not pay for the trip; it was paid for out of our separate entities.</p> | Informational |
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MEMORANDUM

DATE: May 18, 2004
TO: NSMHA Advisory Board
FROM: Chuck Benjamin, Executive Director
RE: June 10, 2004 Board of Director's Agenda

Please find for your review and comment the following that will be discussed with the Board of Directors and brought forth at the June 10, 2004 NSMHA Board Meeting.

All items referred to below are accessible on the NSMHA website by visiting:
http://www.nsrnsn.org/Boards/A_Board_Packet.htm

Consent Agenda

Action Items not yet reviewed by the Advisory Board

To review and approve the North Sound Mental Health Administration's Quality Specialist job description. Our HR specialist has recommended changes to the current job description due to it being outdated with the changing duties and responsibilities in the Quality Management Department.

To review and approve the Accounting Specialist job description. We are creating an Accounting Specialist position while abolishing an accounting specialist/support analyst position.

Emergency Action Items

None

Introduction Items

To introduce North Sound Mental Health Administration's Regional Training Plan. In 2003 the Regional Training Committee developed the first NSMHA Regional Training Plan. In December 2003 the committee surveyed provider supervisors and leaders to get feedback on the plan. As a result the Regional Training Committee has completed a review and revision of the plan that has decreased the burden of training requirements while ensuring that all staff are oriented and trained in a manner, which ensures high quality care. The committee also responded to feedback and made the plan format more simple and understandable.

To introduce North Sound Mental Health Administration's Clinical Guidelines. The Balanced Budget Act of 1997 requires that the NSMHA adopt clinical guidelines that meet the following requirements:

Are based on valid and reliable clinical evidence or a consensus of health care professionals in the particular field.

Consider the needs of the MCO's, PIHP's, or PAHP's enrollees.

Are adopted in consultation with contracting health care professionals.

Are reviewed and updated periodically as appropriate.

Are disseminated to all affected providers and, upon request, to enrollees and potential enrollees.

Decisions for utilization management, enrollee education, coverage of services, and other areas to which the guidelines apply are consistent with the guidelines.

The North Sound Mental Health Administration's Clinical Guidelines provide a foundation to assist our mental health system in the delivery of high quality, consistent clinical services. They promote the delivery of consistent clinical care on a regional basis. These clinical guidelines have been developed for the predominant diagnosis categories served in the region in collaboration with the Associated Provider

Network, Compass Health, Sea Mar, Lake Whatcom RTC, Whatcom Counseling and Psychiatric Clinic, bridgeways, Volunteers of America and the Tulalip Tribe, our contracted providers. The Clinical Guidelines Manual will be updated and added to as needed and additional guidelines for Co-Occurring Disorders and Trauma will be developed in the coming months.

To introduce North Sound Mental Health Administrations revised Complaint, Grievance, Appeal and Fair Hearing Policy. We have revised our current Complaint, Grievance, Appeal and Fair Hearing Policy to comply with the new BBA standards.

cc: Charles R. Benjamin
County Coordinators
NSRSN Management Team